

Abstract of the Disclosure

A user may utilize a communication device, e.g., a wireless phone, mobile device or personal digital assistant (PDA), to access an information assistance system where an operator may provide personalized information and communications services to the user. In addition, the information assistance system may provide an information management service
5 for maintaining personal contacts folders (also known as “private directories”) and appointments folders for a user. To data-synchronize such contacts folders and appointments folders with the corresponding folders in the user’s personal information managers (PIMs), the information assistance system performs a token-based synchronization with the PIMs to ensure that each PIM has the latest versions of the folders in its storage.